

California Department of Aging (CDA)
Health Insurance Counseling and Advocacy Program (HICAP)
Program Statistical Fact Sheet

**TOTAL PROGRAM
EXPENDITURES (000s)**

TOTAL PROGRAM	FISCAL YR 16/17 ¹	FISCAL YR 17/18 ²	FISCAL YR 18/19 ³	FISCAL YR 19/20 ⁴ ESTIMATED
Local Assistance	\$12,169	\$9,968	\$10,492	\$11,872
State Operations	\$1,328	\$1,152	\$1,554	\$1,648
Total Program Expenditures	\$13,497	\$11,120	\$12,046	\$13,520
General Fund	\$0	\$0	\$2	\$0
HICAP Fund	\$2,437	\$2,456	\$2,591	\$2,506
HICAP Federal Fund (SHIP)	\$5,883	\$3,649	\$4,169	\$5,689
HICAP Reimbursements (Insurance Fund)	\$4,843	\$4,792	\$4,948	\$4,875
Financial Alignment Federal Fund	\$334	\$223	\$336	\$450
Total Funds	\$13,497	\$11,120	\$12,046	\$13,520

**TOTAL LOCAL ASSISTANCE
EXPENDITURES (000s)**

TOTAL LOCAL ASSISTANCE	FISCAL YR 16/17 ⁵	FISCAL YR 17/18 ⁶	FISCAL YR 18/19 ⁷	FISCAL YR 19/20 ⁴ ESTIMATED
HICAP Fund	\$2,246	\$2,221	\$2,336	\$2,246
HICAP Federal Fund (SHIP)	\$5,096	\$3,081	\$3,246	\$4,683
HICAP Reimbursements (Insurance Fund)	\$4,493	\$4,443	\$4,574	\$4,493
Financial Alignment Federal Fund	\$334	\$223	\$336	\$450
Program Income	588	\$0	\$0	\$0
Local Non-Match	\$0	\$0	\$0	\$0
Total Funds	\$12,757	\$9,968	\$10,492	\$11,872

California Department of Aging (CDA)
Health Insurance Counseling and Advocacy Program (HICAP)
Program Statistical Fact Sheet

PERFORMANCE DATA

PERFORMANCE DATA ⁸	FISCAL YR 16/17	FISCAL YR 17/18	FISCAL YR 18/19	FISCAL YR 19/20 ⁹ ESTIMATED
Interactive Presentations ¹⁰	3,686	3,612	3,479	
Estimated Persons Reached ¹¹	668,614	745,438	666,000	
Clients Counseled (Finalized Intakes) ¹²	66,198	60,940	64,470	
Contacts (excluding Quick Calls) ¹³	173,720	147,238	154,008	
Quick Calls ¹⁴	44,368	39,546	38,593	
Active Counselors (Volunteers and Paid) ¹⁵	799	770	747	
Hours Spent Providing Counseling Services ¹⁶	91,976	80,735	84,857	
Legal Services Clients ¹⁷	1,534	1,078	1,377	

DEMOGRAPHICS

DEMOGRAPHICS ¹⁸	FISCAL YR 16/17	FISCAL YR 17/18	FISCAL YR 18/19	FISCAL YR 19/20 ⁹ ESTIMATED
Clients Counseled ¹⁹	79,233	72,388	72,473	
Race/Ethnicity:				
Black/African American	3,016	2,618	3,045	
Hispanic/Latino	10,670	10,130	11,218	
American Indian/Alaska Native	408	310	316	
Asian/Pacific Islander	6,570	6,227	6,687	
Total Minority	20,664	19,285	21,266	
Total Other Race	11,633	10,697	11,721	
Non-Minority	40,453	36,506	37,762	
Gender:				
Female	39,278	36,115	37,074	
Male	25,831	23,730	24,398	

California Department of Aging (CDA)

Health Insurance Counseling and Advocacy Program (HICAP)

Program Statistical Fact Sheet

DEMOGRAPHICS ¹⁸	FISCAL YR 16/17	FISCAL YR 17/18	FISCAL YR 18/19	FISCAL YR 19/20 ⁹ ESTIMATED
Age:				
<65	12,693	11,642	11,940	
65-74	33,839	31,262	34,280	
75-84	12,321	11,470	12,692	
85+	5,507	4,993	5,388	

¹ State Operations expenditures are based on the FY 2018/19 Governor’s Budget; actual expenditures for FY 2016/17.

² State Operations expenditures are based on the FY 2019/20 Governor’s Budget; actual expenditures for FY 2017/18.

³ State Operations expenditures are based on the FY 2020/21 Governor’s Budget; actual expenditures for FY 2018/19.

⁴ Estimated State Operations and Local Assistance expenditures are based on the FY 2020/21 Governor’s Budget and DF-301 Supplementary Schedules.

⁵ Local Assistance, Program Income, and Local Non-Match expenditures are based on the FY 2016/17 AAA financial closeout reports.

⁶ Local Assistance, Program Income, and Local Non-Match expenditures are based on the FY 2017/18 AAA financial closeout reports.

⁷ Local Assistance, Program Income, and Local Non-Match expenditures are based on the FY 2018/19 AAA financial closeout reports.

⁸ Performance Data originate from aggregate reports generated by the Statewide HICAP Automated Reporting Program (SHARP) and are accurate to the dates run. Overall performance data fluctuations from FY 2016/17 through FY 2018/19 resulting from statewide implementation for revised data collection methodology in response to federal changes that substantially altered reporting requirements, including: modification of calculation models for SHIP funding formula and performance progress reporting introduced during FY 2016/17; creation of national online database known as SHIP Tracking and Reporting System (STARS) launched during FY 2017/18; and system specification changes related to the collection of non-funded California Senior Medicare Patrol (SMP) records released during FY 2018/19. Continued data variations anticipated for the next few years as federal plans include: refinements to SHIP Performance Measure definitions (including Quick Call change cited below); enhancements to system controls in STARS; and improvements to national Resource reporting model.

⁹ FY 2019/20 performance and demographics estimates are intentionally left blank.

¹⁰ “Interactive Presentations” reflects data for all events with categories labeled as: Presentations to Public in Person; Booths or Exhibits at Fairs or Special Events; Mobile InfoVan; and Dedicated Enrollment Events. Minor fluctuations between FY 2017/18 and 2018/19 Performance Data attributed to specific federal system specification changes related to the collection of SMP records.

California Department of Aging (CDA)

Health Insurance Counseling and Advocacy Program (HICAP)

Program Statistical Fact Sheet

¹¹ "Estimated Persons Reached" reflects data specific to estimated number of people attending interactive events. Performance data fluctuations between FY 2016/17 through 2018/19 is attributed to specific federal system specification changes related to the collection of SMP records.

¹² "Clients Counseled (Finalized Intakes)" reflects data specific to the number of forms used to document all HICAP counseling services provided to, or on behalf of any client/beneficiary (can be duplicative). This category was added to better represent the subset elements below and to differentiate this data from the "Total Clients Counseled (Unduplicated)" category also included in this document.

¹³ "Contacts" (excluding "Quick Calls") reflects data specific to HICAP counseling services provided to, or on behalf of, the client/beneficiary by registered HICAP counselors. Significant Fluctuations in Performance Data from FY 2016/17 through FY 2018/19 attributed to enforcement for specific statewide guidance for the one (1) Contact per Client per Counselor per Day (C.C.C.D) rule to comply with federal guidance for reporting allowable Contacts.

¹⁴ "Quick Calls" reflects data specific to general HICAP services that HICAP personnel provide to, or on behalf of, the client/beneficiary for nine minutes or less. Performance Data fluctuation from FY 2016/17 through FY 2018/19 attributed to specific guidance for no longer reporting Quick Calls if sole purpose was for scheduling appointments or leaving messages. Continued data variations expected for the next few years due to federal elimination for reporting 'general' SHIP services under the Quick Call model as of the effective date October 1, 2018.

¹⁵ "Active Counselors" reflects the number of Active Registered HICAP counselors that met state specified requirements for training, knowledge, and experience during the reporting period.

¹⁶ "Hours Spent Providing Counseling Services" reflects total time spent providing counseling services to, or on behalf of the client/beneficiary, regardless of counselor or service type during the reporting period.

¹⁷ "Legal Services" reflects data from those Planning and Service Areas (PSAs) that provide HICAP legal services: PSAs 02, 04, 05, 06, 07, 10, 13, 15, 16, 18, and 22.

¹⁸ "Demographics" data are reported voluntarily by the client/beneficiary. Demographic elements do not sum to "Total Clients Counseled" due to missing data elements.

¹⁹ "Clients Counseled" reflects data specific to the number of unduplicated clients/beneficiaries served. Performance Data fluctuations from FY 2016/17 through FY 2018/19 is attributed to specific statewide guidance to comply with federal guidance for reporting allowable Contacts, including enforcement of the C.C.C.D. rule (1 Contact per Client per Counselor per Day) and federal changes as cited for overall Performance Data above.